Customer Advisory Board
September 15, 2010
James R. Larson Forum Building Boardroom
605 11th Avenue SE
Olympia, Washington

CIO Update	Tony Tortorice provided an update on the State Data Center (SDC) RFP, related activities, and the Executive Order.
	An RFP exemption request has been filed with OFM to retain a vendor to assist the state on developing the SDC RFP, including the requirements, evaluation process, and contract negotiations. The contractor should be ready for work in November. The resulting SDC RFP should be issued in April 2011.
	Work has progressed on the current draft of the Executive Order. When leadership appointments are made, the EO will take final form.
Budget Considerations	Tristan Wise and Stan Marshburn, OFM, provided updates on the IT Savings Initiative, the DIS Strategic Business Plan, and the Governor's 2011-13 IT Plan. The slides are found on the CAB Website at http://dis.wa.gov/initiatives/cab/Default.aspx for the September 15 meeting.
Shared Email Rate for ESC Adoption	The CAB unanimously accepted the shared Email rates developed by the Advisory Committee and recommended ESC approval. The rates are in the briefing paper on the CAB website for the September meeting.
	The rates and FTE support levels are at the lower end of the range recommended by Gartner. We will start at the lower end of the range, monitor results and adjust as needed. The rates included costs of operation in the new State Data Center (SDC). Performance measures for the Service Level Agreement will be developed next, along with other deliverables for implementation.
Shared Servers: Virtualize In-Place Strategy	The CAB unanimously adopted a strategy for agencies to virtualize servers in-place as recommended by the Shared Server Operations workgroup. The CAB adopted the goal for agencies to virtualize 85% of servers in time for the move to the SDC. The purpose is to reduce the cost and risk of SDC migration.
	A Center of Excellence comprised of knowledgeable agency staff will assist agencies with decisions and virtualization expertise to achieve this goal. The briefing paper for this recommendation is posted on the CAB website for the September 2010 meeting.

Advisory Committee For State Data Center

The CAB unanimously approved a recommendation to create a single SDC Advisory Committee that will direct the development of RFP strategies, requirements, and the SDC operating model. It will harmonize the recommendations and requirements from all related workgroups to develop a single vision for SDC operations and services that the whole community supports. A diagram showing the proposed new advisory committee is posted on the CAB website for the September 2010 meeting.

Purchasing Strategy for Shared Workstations

A strategy for procurement cost savings was described for Workstation Support. CIOs will be recruited to evaluate alternatives as a next step.

Long Term IT Cost Savings Study: PTI Report and Action Plan

Blake Chard reported that the final IT Cost Savings Analysis from PTI has been delivered. It is broken into two main sections; Short-term Cost Savings Opportunities and Long-term Cost Savings Opportunities. A copy was emailed to CAB members.

PTI is now required to "develop a high-level action plan" with a "specific methodology and process for realizing cost reductions". The final deliverable, the Cost Reduction Action Report, will be completed using input from a workshop with state agency volunteers, DIS, and OFM. This report will concentrate on the long-term cost savings opportunities and how to prioritize and implement those opportunities.